

June 27, 2012

Dear Senior Citizens Commission Members:

This letter offers an apology to the Senior Citizens Commission for the misinformation that was provided to the Commission from the Department of Parks, Recreation and Neighborhood Services (PRNS) on the issue of the expiration dates for the Activity Cards offered at the senior centers. On January 1, 2012, PRNS transitioned the Activity Cards to seasonal Active Adult Programs. At the March 8th meeting of the Senior Citizens Commission, it was voted and approved to send a letter to the Mayor and City Council requesting that the redemption value on the adult activity card be extended until the end of December 2012 (previously set to expire March 31, 2012). PRNS made an administrative decision to honor this request by the Commission on March 9, 2012. Updated information was then provided by the PRNS Administration to the gerontology specialists on March 19th requesting that they honor the Activity Cards until the end of December 2012.

When the letter from the Senior Citizens Commission was presented on March 28th to the Rules and Open Government Committee, a request for information was brought forward by Councilmember Pete Constant as to the duration and expiration dates of pre-paid services and activity cards. After researching the information department-wide for youth, adult and senior programs and park services, PRNS staff confirmed that all pre-paid cards issued by PRNS for all activities, do not have an expiration date. Additionally, staff confirmed that the Senior Program Activity Cards that participants purchased will be valid until the value of the card had been exhausted. After the department-wide research was completed, an information memorandum was presented to the Mayor and City Council on May 23, 2012.

We did not intend for your letter to the Mayor and City Council to include inaccurate information regarding the expiration date policy. PRNS was unaware at the time of the letter that pre-paid cards were not allowed to have an expiration date.

We would like to thank the Senior Citizens Commission for writing the initial letter as this helped our department to learn that expiration dates are not allowed on pre-paid cards. The new policy change will benefit the seniors and all participants of our community center and park programs.

If you have any questions or comments please feel free to contact me at 408-535-3576.

Sincerely,



Suzanne Wolf, Acting Deputy Director

c: Councilmember Pete Constant, Julie Edmonds-Mares, Angel Rios, Jr.